



quality matters

Winter 2004

ASQ Section 1301

Volume 5, Issue 4

ASQ 1301 January 2005 WORKSHOP

Supplier Code of Conduct

The Business Technology College (BTC) on 6899 Executive Drive in Kansas City MO (near World of Fun) is the site for the 2005 January Workshop.

The workshop is on Saturday, January 15, 2005, from 8:00am until 12 noon. Cost is \$16 with a reservation, \$20 at the door and \$10 for a student with valid ID. A continental breakfast provided. Doors open at 7:30 AM and networking until 8:15 AM.

Almost every industry, brand and retailer has faced questions about the labor and environmental practices of their suppliers, especially as the virtual company model continues to grow. Doing business abroad can be challenging and dealing with issues around Corporate Social Responsibility is one of the greatest challenges. Should we care? Does this link with quality? Come to the January meeting and learn about Supplier Code of Conduct and the programs being implemented by almost all global companies. Participants will learn the about the various stakeholders interested in social compliance, what social issues are addressed, and how to incorporate supplier code of conduct into supply chain management.

Bobbi Fiedler-Prinslow has worked in Hallmark's quality organization since 1997 and assumed responsibility for overseeing Hallmark's corporate Supplier Code of Conduct Program in 2000. She is a Certified Quality Engineer, has a Master's Degree in Operations Research from Georgia Tech, and retired from the US Army in 1997.

Reservations: Heather McCain - (816) 274-8337 :
e-mail - HeatherMcC@aol.com

We hope you can attend our upcoming meeting. Please contact Heather McCain for more details.

Link to directions to the BTC:

http://maps.yahoo.com/pmaps?name=&ed=lnCOKup_0TrYbb0Fzarkb4h_76Lhka6MGBbYiQfzY23m994lqXq0qwZyY_eQRc_wAq994p0g_s0WPZdTu0nyG3QJf7ScSTVu_d8UJZS_6azuGiLi&csz=Kansas+City%2C+MO+64120-1313&desc=&mag=8&ds=n&state=MO&uzip=64120&country=US&BFClick=&BFKey=&resize=s

Inside this issue:

<i>Welcome New Members</i>	2
<i>IEE Conference News</i>	2
<i>Certification Schedule</i>	3
<i>November Workshop Pics</i>	4
<i>Section 1301 Board Minutes</i>	5
<i>Employment Opportunities</i>	6
<i>Board Contacts</i>	7

Doing something different or interesting in the Quality field?

Have a best practice that you would like to share? Want to brag about an accomplishment?

Use the 1301 newsletter as a vehicle to reach others in your section that might find your work interesting.

The Sky is the limit!

Welcome to Our Newest Members

On behalf of the entire membership, the Leadership Team would like to welcome our newest members to KC Section 1301. The following individuals have joined since our fiscal year began on July 1, 2004.

Alan Keith Blackman
 Joe B. Johnston
 Larry F. Cahill
 Brian P. McCarthy
 Michael C. Davis
 Richard D Norris
 Dennis Fisher
 Roger A. Rivera
 Kenneth Alan Hass
 Rhonda M. Robinson
 David T. Hicks
 Thomas A. Thorp
 Eric W. Hoyer
 David C. Wells

As a section, we offer a broad range of opportunities and services to help you grow personally and professionally, including comprehensive and timely information that helps you stay abreast of quality

issues of interest. Your section Leadership also learns a great deal from each of you. Our section thrives because of our member's thoughts, experience, enthusiasm, and participation. Therefore we would like to welcome you with this offer. If your name is listed, simply make your reservation and bring this newsletter with you to attend your next Saturday Morning Workshop for FREE, a \$16 value. The workshops provide you with an opportunity to learn more about the quality profession, make new contacts, and establish lasting friendships with other professionals like yourself.

If you joined the KC Section between July 1 and December 1, 2004 and your name is not on the list, please contact Lois Cowden, Membership Chair, at Lcowde1@hallmark.com, or Heather McCain, Database Chair, at heathermcc@aol.com.

Again, we would like to say "Welcome" and we hope to see you at our next workshop on January 15 where you will have to opportunity to discuss the current issues surrounding "Code of Conduct" presented by Bobbi Fiedler-Prinslow of Hallmark Cards, Inc.

Lois Cowden Membership Chair, KC Section 1301

Institute of Industrial Engineers Local Conference – Cause Mapping: Effective Root Cause Analysis

You are invited to join the local IIE chapter at their annual conference on February 3rd, 2005. This conference is about becoming a better problem solver. Problems are solved every day in organizations around the world. Our opportunity is to understand and solve problems more effectively in a variety of industries, directing our approach to better analysis and better solutions for all types of problems.

Reliability is about increasing the probability of an organization meeting its goals - reliability is really about better results. The same reliability principles that have made commercial airline travel routine can be applied within many areas of your organization - from manufacturing and service issues to business work processes.

Cause Mapping teaches individuals and organizations how to identify the system of causes for the problems they are confronting. It is this system of causes that significantly improves communication in an organization and provides the specific actions necessary to meet the overall goals.

Continued on page 4

ASQ Certification Exam Dates 2005

CQT/CRE/CMI/CHA/CSSBB CQA-Biomedical CQMgr	March 5, 2005	January 7, 2005	TBD
CQE/CQA/CSQE/CQIA/CCT	June 4, 2005	April 1, 2005	TBD
CQT/CRE/CMI/CHA/CSSBB CQA-Biomedical CQMgr	October 22, 2005	August 19, 2005	TBD
CQE/CQA/CSQE/CQIA/CCT	December 3, 2005	October 7, 2005	TBD

Help (still) Wanted:

Board: Secretary: Duration (04-05 year) See job description online. Take and publish minutes of board meetings. Respond to section correspondence.

Membership Team: New Packets: Duration (04-05 year). Send new member welcome packets monthly. List and packets are provided to you.

Program Team: Registration desk: Duration (1 or more programs) Arrive at 7:30 am and help set up registration desk. Check in attendees, collect money and issue receipts.

Newsletter Team: Reporter: Duration (1 or more programs). Attend program and submit article to newsletter editor by 20th of month describing highlights of program.

What's YOUR Weakest Link?

Building a Strong Job-Search Chain

This article is a continuation from November.

Link #3: Interview Skills

If your resume is fine and you are getting plenty of first interviews—but no second ones—then your interview skills may be your weakest link.

To analyze the strength of your interview skills, ask yourself the following:

Have I adequately researched this company prior to the inter-

view?

Am I prepared to answer tough questions?

Do I know what questions they might ask, or do I find myself stumped by questions I didn't expect?

Do I know what kinds of questions to ask in order to gain insight into important hiring motives?

Do I know how to uncover any concerns that might prevent a

job offer?

Am I a good interview "closer"?

If interview skills are your weakest link, you'll receive more job offers by investing in interview coaching with a career expert.

By strengthening each link of your job-search chain, you'll avoid months of frustrating, ineffective effort. With each link strong enough to support your career objective you'll win your dream job with confidence.

ASQ1301 Upcoming Programs

Business and Technology College , 6899 Executive Drive in Kansas City MO (near World of Fun) Room 176
8:00 am social 8:30-10:15 Lecture/ 10:30-12:00 Project Workshops

January 15, 2005 –

Code of Conduct - Bobbie Fiedler-Prinslow - Hallmark

February 19, 2005 -

Six Sigma Plus and Lean - Mini-Green Belt - Statistical Process Control - Cliff Cross - Black Belt Trainer - Honeywell - Joint meeting with ASEM

March 19, 2005 –

Quality Tools - Quality 101 - Andrea Hazlett, Sprint Office of Transformation and Mary Culver, Sprint University of Excellence

April 16, 2005 –

Team Building and Team Improvement - Herb Tuttle - University of Kansas

May 21, 2005 –

Café – Small group exploration of what membership would like to happen in Section 1301

Continued from page 2

The objectives of the conference are:

- Better focus on the business goals
- Better understanding of system thinking
- Better communication
- Better analysis
- Better action plans
- Separate the problem solving process from the details of the problem

Mark Galley, Founder of ThinkReliability, will lead the conference. Mark has a BS degree in Mechanical Engineering from the University of Colorado and became a Certified Reliability Engineer in 1993 through the American Society for Quality.

Mark's practical experience in establishing successful reliability programs within organizations was developed during his time at the Dow Chemical Company where he worked for almost 9 years. He has been providing workshops and consulting in the area of reliability with an emphasis on root cause analysis (organizational problem solving) for the past 8 years. Mark's work spans several industries including petrochemical, power, aviation, refining, telecommunications, information technology, aerospace, marine and transportation.

November Workshop



ASQ 1301 Board Minutes—December

Certification Exams

- Jim reported that the December 11, 2004, exams went well and were well attended.

Community Outreach and Involvement

- \$200 shall be donated to the Mid American Assistance Coalition as previously budgeted.

January Newsletter

- Early deadline of December 18, 2004
- There is consideration of reducing the size of the newsletter to 2 or 4 pages with a link printed in the newsletter for more information.
- Jim is helping Patty Reading from Alabama to establish a newsletter for her local ASQ section.

Participation (General)

- Heather presented a volunteer request elevator speech. The board's response was positive and Heather will proceed.

Website

- The board unanimously decided to award 21st Century Solutions the contract for the website. Heather motioned and Lois seconded.

Financial Report

- Alan reimbursed Heather for dinners for people with reservations that were no shows at the IIE/ASQ joint meeting on the St. Luke's Hospital Journey to the Malcolm Baldrige award. Heather will bill the members that had made reservations but did not attend the \$24 non-refundable cost.
- It was discussed whether or not to add Diana to the signature card. No action was taken.

Continued from page 4

** Proceeds from this event go towards scholarships for IE students at Kansas State University and the University of Missouri.

Date: Thursday, February 3rd, 2005

Time: 8:00 a.m. - 4:00 p.m.

Place: Cabela's (Kansas City, KS)

Cost:	IIE Members	Non – IIE Members
Conference/Lunch	\$125	\$150
Full-time students	\$ 35	\$ 35

*seating limited

For a full brochure with additional information, go to http://www.iienet.org/chapter_index.cfm?chapterid=092, or contact one of the following committee members:

Lori Ashford	(loria@robziemfg.com)	Aaron Cross	(aaron_d_cross@yahoo.com)
Keith Johnson	(kjohns7@hallmark.com)	Anita Ranhotra	(aranho2@hallmark.com)
Brian Ward	(brian.ward@marketsphere.com)		

Partner, Audit - Quality Control and Assurance

Geographical Location—The San Fernando Valley, California (Los Angeles Area)

Reporting Relationship—The new Partner, Audit – Quality Control and Assurance will report directly to the firm’s Managing Partner and, indirectly to the Partnership Management Group,

Summary of Responsibilities

The new Partner, Quality Control and Assurance will initially work closely with the existing leader of the firm’s quality initiatives, transitioning over time to full leadership of the quality function, and will be responsible for the following activities:

- Manage evolution and promulgation of firm’s quality standards and practices to ensure continuous improvement in “world class” delivery of client services and like adherence to internal and regulatory performance guidelines.
- Train and develop firm’s professionals, at all levels, in leading edge quality processes and procedures.
- Serve as the “go to” expert in quality issues related to PCAOB, GAAP and SEC standards, and perform role as “fix it shop” when required by specific engagement issues.
- Support line partners in each engagement, to ensure firm’s standards of practice are overlaid on every aspect of specific deliverables.

Compensation—The package will include a highly competitive base salary, benefits package, and participation in the firm’s annual bonus pool.

Contact Information—For further information about this opportunity, other available positions in the Audit, Tax and Litigation practices, or to confidentially nominate candidates, please contact:

Gregory Rossoff, Vice President, John Kurosky & Associates, 3 Corporate Park Drive, Suite 210, Irvine, California 92606-5111, Direct Tel: 949.851.7953, Fax: 949.851.8465, E-mail: gr@execjka.com

QUALITY ASSURANCE MANAGER

Plans, coordinates, and directs quality control program designed to ensure continuous production of products consistent with established standards by performing the following duties personally or through subordinate supervisors.

QUALIFICATION REQUIREMENTS

Education/Experience: Bachelor’s Degree from four-year college or university program; and minimum five years related experience in quality control environment and/or training; or equivalent combination of education and experience. Total Quality Management background required.

Skill at: Ability to read, analyze, and interpret common scientific and technical journals, financial reports and legal documents. Ability to respond and communicate effectively with inside and outside customers, agencies or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors.

Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory and factor analysis.

RAW MATERIALS INSPECTOR

GARMIN International is a world leader in GPS navigation and communications systems for aviation, marine, land and recreational markets. Our continued growth and success have created an outstanding opportunity for a **Raw Materials Inspector**.

This position is responsible for verifying the conformity, packaging integrity, and identification of materials received to GARMIN part number specifications, maintaining and ensuring the integrity of inspection records, and facilitating the effective movement of products from Receiving Inspection to stock.

Qualified candidates will possess a High School diploma or equivalent, with strong math and measurement skills, and a minimum of 1 year experience in mechanical inspection using calipers, micrometers, gauges, or Coordinate Measurement Machines. Ability to move up to 50 pounds is a must. Strong communication and interpersonal skills, ability to convert English/Metric units, plus a high degree of dexterity, visual acuity, and eye coordination are also required. Candidates with at least one year electronic assembly experience, system test or repair, or higher education in Associate or Vocational programs in computer science, electronics, industrial science, or quality systems are preferred.

GARMIN offers an excellent compensation and benefits package and a team environment. Interested, qualified candidates forward your resume with salary requirements to:

GARMIN, Attn: HR Dept. – TJ, 1200 E. 151st Street, Olathe, KS 66062, Fax # (913) 397-0835, www.garmin.com, EOE/AAP

No phone calls please

2004-05 Section Team List

Position	Name	Email Address
Chair	Laurel Berenguer	Lberenguer@kc.rr.com
Chair-Elect	Jim Urkevich	Jurkevich@kc.rr.com
Vice Chair	Diana Fiddick	Fiddick@everestkc.net
Secretary	OPEN	
Treasurer	Alan Boyer	AlanBoyer@leaders-perspective.com
Arrangements Champion	Gilbert Snedden	Gilbert@rudolphkc.com
Auditing Champion	Jerry Parker	Jerry.parker.b@bayer.com
Authorized CQMgr Trainer	Heather McCain	HeatherMcC@aol.com
Certification Champion	OPEN	
Contact Person	Lois Cowden	Lcowde1@hallmark.com
Database Champion	Heather McCain	HeatherMcC@aol.com
Education Champion	Doug Wood	Dwood4@hallmark.com
Examining Champion	OPEN	
Historian/Librarian	Melynda Steward	Mstewa4@hallmark.com
Immediate Past Champion	Toni Madeira	tjmadeira@aol.com
Internet Liaison	Jon Steltenpohl	jonceram@swbell.net
Membership Champion	Lois Cowden	Lcowde1@hallmark.com
Newsletter Editor	Jim Urkevich	Jurkevich@kc.rr.com
Nominating Champion	Jim Urkevich	Jurkevich@kc.rr.com
Placement Champion	Mark Krebs	mark.krebs@us.fortis.com MRKrebsWork@aol.com
Program Champion	Diana Fiddick	diana.l.fiddick@mail.sprint.com
Publicity Champion	John Donart	john.donart@garmin.com
Recertification Champion	Pam Carlson	pamac@cbckc.org
SMP Champion	Laurel Berenguer	LBerenguer@kc.rr.com
Student Branch Counselor	Tina Coffelt	tinac@mail.nwmissouri.edu
SIG—Community Quality	Fred Brown	Fredpccasq@aol.com
KAE (KS Quality Award)	John Shoemaker	Jshoemaker@qof.com
MQA (MO Quality Award)	Paul Orton	the5ortons@earthlink.net
Community Outreach	Gene Kelly	gkelly@rxcci.com

1301 Team

Publication's title and number: **Quality Matters** is published monthly (except for the summer months) by ASQ Section 1301, **American Society for Quality**, 611 E. Wisconsin Ave., P.O. Box 3005, Milwaukee, WI 53201-3005.

Issue NO. 4, Volume 05 ASQ Section 1301 Members receive this newsletter free of charge.

ASQ, a professional nonprofit association, is the worldwide leader in the development, promotion and application of quality-related information and technology for the quality profession, private sector, government, and academia. ASQ, headquartered in Milwaukee, serves more than 133,000 individual and 1,100 sustaining members.

American Society for Quality

Kansas City Section 1301
Quality Matters Newsletter
PO Box 414693
Kansas City, Missouri 64141-4693

NONPROFIT ORG.
U.S. POSTAGE
PAID
Shawnee Mission, KS
Permit 115

ASQ 1301 Calendar of Events

January 6, 2005	ASQ 1301 Board Meeting	6:00 am – 7:30 pm	TBA
January 15, 2005	Code of Conduct	8:00 am – 12:00 pm	BTC, Kansas City, Mo.
February 3, 2005	IEE—Root Cause Analysis	8:00 am—4:00 pm	Cabela's—KCK
February 10, 2005	ASQ 1301 Board Meeting	6:00 am – 7:30 pm	TBA
February 19, 2005	Six Sigma Plus and Lean	8:00 am – 12:00 pm	BTC, Kansas City, Mo.
March 10, 2005	ASQ 1301 Board Meeting	6:00 am – 7:30 pm	TBA
March 19, 2005	Quality Tools	8:00 am – 12:00 pm	BTC, Kansas City, Mo.
April 14, 2005	ASQ 1301 Board Meeting	6:00 am – 7:30 pm	TBA
April 16, 2005	Team Building and Improvement	8:00 am – 12:00 pm	BTC, Kansas City, Mo.

If you have an event for the calendar that may be of interest to the membership, please send to jurkevich@kc.rr.com.
Does not have to be ASQ related.